



Business & Technology Applications Technician

DESCRIPTION OF WORK:

This is technical work in developing and/or supporting applications for the business, research, and/or instructional functions of clients with a defined/limited scope. Employees determine the logical flow of applications and develop program code. Employees are involved with other business and technology employees in assessing the needs of clients and developing technical solutions of limited complexity. Detailed specifications are provided to employees for complex applications. Duties may include development, installation and modification of programs and / or packaged programs, program testing, and documentation of programming on a variety of platforms.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Planning and Organizing:** Understands tasks required in job and takes ownership to complete tasks.
- **Project Management:** Ability to contribute ideas to solve project goals.
- **Technical Knowledge:** Exhibits basic knowledge of specialty work area demonstrated by an understanding of and the ability to apply the fundamental standards and terminology associated with the work specialty.
- **Technical Support:** Ability to perform limited diagnostics on assigned hardware and software. Ability to troubleshoot problems by probing user for information relevant to solving problem based on standard operating procedure or script.
- **Consultancy Skills:** Ability to appropriately describe information provided by customer for higher technical support, if necessary.

JOURNEY

- **Planning and Organizing:** Ability to set priorities and know when priorities need to be changed.
- **Project Management:** Ability to interact as a productive member on a project team by regularly helping to develop solutions to meet the needs of the group.
Ability to help develop project/solutions in assigned area.
- **Technical Knowledge:** Understands theory behind applications systems analysis and programming and requires regular guidance to complete projects.
- **Technical Solution Development:** Knowledge of standard operating procedures to implement routine solutions of low to medium complexity for customer.
Ability to develop logical flow of simple applications.
Knowledge of the design of input/output and file specifications.
Ability to evaluate code and its functionality and recommend or make changes to improve performance of simple applications.
- **Technical Support:** Ability to resolve some non-routine problems.
- **Consultancy Skills:** Understands user needs may be met with minor modifications to existing solutions based on an on-going customer.

ADVANCED

- **Planning and Organizing:** Ability to provide regular leadership in planning and organizing the work of others.
- **Project Management:** Ability to independently manage project timelines, resources, staff and lead implementation efforts in less complex technology area.
- **Technical Knowledge:** Understands impact of new technologies on current systems.
- **Technical Solution Development:** Ability to devise or modify procedures to solve moderate to complex problems considering computer equipment capacity and limitations.
Ability to interact with and serve as a technical resource to technicians.
Ability to develop information technology systems or modules of a limited scope.
- **Technical Support:** Ability to interact with and recommends methods of resolving problems to lower level technicians or client representatives.
Ability to develop solutions that address the root cause of the problem and not the symptom.
- **Consultancy Skills:** Ability to consult with senior level decision-makers, on an on-going basis, to discuss alternative technical solutions.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a technical school or community college with a degree in computer programming or graduation from a four-year college or university with nine semester hours in programming. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.